TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Office Coordinator/Office Specialist/Office Administrative Specialist (Option 4: Computer Systems)** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. OFFICE PRACTICES AND PROCEDURES   (12 Questions)

Employees in this job must have command of commonly accepted office practices and procedures in order to manage the flow of work within a modern business office. This section of the exam tests your knowledge of such practices and procedures. Test questions are designed to assess your ability to:

- Properly handle confidential information;
- Establish work procedures and policies;
- Efficiently schedule appointments for office staff;
- Respond to questions posed by the public.

II. PUBLIC CONTACT   (12 Questions)

Employees in this job are often in contact with the public either through the telephone or in face-to-face contact. This section of the exam tests your skill in effectively interacting with the public in a modern business office situation. Test question topics include:

- Methods one can use to promote a favorable impression of the agency and state employees among the general public;
- Techniques used to successfully manage situations involving hostile persons;
- Methods one can use to persuade the public to comply with government regulations.

III. RECORDS MANAGEMENT   (12 Questions)

A major part of this job entails the establishment and maintenance of comprehensive office record systems to facilitate the storage and retrieval of information. This section of the exam tests your knowledge of various record management practices. Test question topics include:

- Designing and establishing efficient and accurate forms and filing systems;
- Alphabetical, numerical, chronological and subject filing systems.

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IV. LEAD WORKER TECHNIQUES (12 Questions)

Employees in this job are often responsible for the daily monitoring of the work of subordinate office staff. This responsibility usually entails assigning and monitoring assignments as well as training both experienced and new workers in the office. This section of the exam tests your knowledge of lead worker techniques commonly used in a business office setting. Test question topics include:

- Work scheduling;
- Introducing new work procedures;
- Changes in work assignment due to absenteeism;
- Reviewing work performance;
- Demonstrating work techniques;
- Resolving conflicts among workers.

V. COMPUTER SYSTEMS (16 Questions)

Employees in this job are often called upon to lend expertise with respect to office automation systems and software. This section of the exam tests your knowledge of basic personal computer and software concepts. Test question topics include:

- Word processing features;
- Preparing spreadsheets;
- Use of database management software;
- Identifying and correcting minor computer problems.